



# Member Value Report

2022



National Home Infusion Association

#### OUR MISSION

To provide advocacy, education, and resources to the infusion community so the patients they serve can lead healthy, independent lives.

#### OUR VISION

For high-quality infusion services to be valued and accessible to all.





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# Message from the CEO

Welcome to the NHIA annual report, a summary of the major association activities for 2022. It was another year of unparalleled challenges and unpredictability for the health care industry. Despite the availability of vaccines and treatments to mitigate COVID-19 infections, providers were faced with new challenges such as critical staffing shortages and supply chain challenges while attempting to serve more patients than ever. At NHIA, we are proud to provide advocacy and support on behalf of the dedicated home and alternate site infusion professionals working to help patients receive their care in the settings they most prefer.

NHIA's advocacy efforts continued to focus on improving home infusion access to Medicare beneficiaries through passage of the Preserving Patient Access to Home Infusion Act. NHIA also expanded its outreach to commercial payors by organizing its first-ever summit for representatives of commercial insurance plans interested in better leveraging home infusion to lower the total cost of care. Read more about our advocacy efforts in the full report.

Interest in the home and alternate site infusion industry is stronger than ever as evidenced by continued growth in NHIA membership. In 2022, NHIA added 45 new member organizations to our ranks of provider and supplier companies invested in the home and alternate site infusion industry. We are honored to have the opportunity to represent over 300 companies—from patient care providers to manufacturers, distributors, group purchasing organizations, and providers of a variety of business services.

With the 2020-2022 strategic plan as our guide, the NHIA team stayed true to our mission of providing high-value education and resources to support members in staying current on the latest trends in the industry. The extremely successful 2022 Annual Conference was a welcome return to in-person education and networking and Nashville provided an ideal backdrop for the renewed energy felt by the home infusion community. In addition, the team launched member resources and programs such as the new NHIA University, *Infusion Journal* as well as additional research and benchmarking metrics. It was a productive year for the NHIA team and there are more exciting programs headed your way. Did you know we launched a Journal???

Individuals also play an important role in advising NHIA and I would be remiss if I didn't thank the Board of Directors, Future of Infusion Advisory Council, and members of our various committees for your dedication and support. We could not do what we do without your support and guidance. Thank you for being a member of NHIA, and for the work you do on behalf of patients — *helping them to live healthier, more independent lives.*

A handwritten signature in black ink, appearing to read 'Connie Sullivan'.

Connie Sullivan, BSPHarm  
President & CEO

# NHIA Advocacy

## Efforts to Fix Medicare's Part-B Home Infusion Therapy Services Benefit

NHIA continues to advocate for passage of the Preserving Patient Access to Home Infusion Act. In 2022, the association built positive momentum for this effort.

NHIA organized a grassroots advocacy campaign in late 2022, providing a form letter for stakeholders to send to Congressional representatives in support of the legislation. In 2 weeks, the NHIA community sent over 2,000 letters to Congress. This was more than a 200% increase in activity over a similar campaign in 2021.

Rep. Earl L. "Buddy" Carter (R-GA), one of just 2 pharmacists serving in Congress and a supporter of straight-forward coverage of home infusion therapy, authored an opinion piece in *The Hill* pointing out how Medicare's home infusion benefit "fails to keep up with the needs of America's seniors." Carter was critical of the CMS roll out of the benefit 4 years

ago, noting that the agency's unnecessary requirement that a skilled professional (ie. a nurse) be physically present in the patient's home on the day of administration in order to be paid "fundamentally defeats the purpose of home infusion, which is to give patients the freedom to receive and administer their infusions at home without a health care professional." In a post-COVID analysis, he points out that the trend towards site of care optimization has accelerated and the flawed benefit is leaving seniors behind.

Additional highlights on these legislative efforts include:

- NHIA's efforts encouraged more than 25 cosponsors to sign onto the legislation across House and Senate versions.
- Collected signatures of support from health systems representing over 600 hospitals
- Received technical assistance from CMS

The work accomplished in 2022 has positioned the association well to maintain momentum in 2023.

## Regulatory Advocacy Efforts

The NHIA Advocacy team also monitors and seeks to influence numerous regulatory developments with the potential to affect the provision of home and alternate site infusion services. Over the course of 2022, NHIA achieved significant successes on behalf of members.

### Comments on Health Care Rulemaking

- Submitted comments to HHS urging extended coverage for COVID monoclonal antibodies (mAbs) beyond the public health emergency, which resulted in the agency maintaining home infusion access under the vaccine benefit for mAbs used as preventive measures.
- Submitted comments to CMS regarding the Medicare Advantage and Part D Prescription Drug Benefit urging the agency to revise the definition of "negotiated price" to reduce direct and indirect remuneration (DIR fees).

**THE HILL**

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## Four years later, Medicare policy is still failing home infusion therapy patients

BY REP. EARL L. "BUDDY" CARTER (R-GA.), OPINION CONTRIBUTOR - 08/05/22 2:30 PM ET



SHARE



TWEET



# NHIA Advocacy

## HCPCS Code Revision Application

NHIA filed a new HCPCS application for injectable immunotherapies, which received preliminary approval in November of 2022.

## Reaction to Medicare Home Infusion Utilization Trends Report

Responded to CMS and in the press to CMS' HIT Monitoring Report demonstrating low provider participation and declining Medicare beneficiary utilization, contrasting that to overall growth in the Medicare beneficiary population and home infusion marketplace. NHIA recommended CMS modify the definition of infusion calendar day.

## Improve Billing for Immunoglobulin Products

Successfully filed a reconsideration with the National Correct Coding Initiative to raise the medically unlikely edits (MUE) for Hizentra® to 2400 units to reduce the number of claim denials.

## New York State Sterile Compounding Legislation

Introduced legislation in NY state that would exempt home infusion pharmacies from a rule that prohibits the use of pharmacy technicians to perform sterile compounding activities. The bill passed in the Senate but failed to clear the Assembly.

## TRICARE

Collaborated with other pharmacy associations to communicate with the Defense Health Agency to pressure TRICARE contractor Express Scripts (ESI) to re-open its pharmacy network to infusion providers. NHIA highlighted the shortcomings of centralizing specialty infusion therapies to mail-order pharmacies and the dubious practices of ESI in managing pharmacy contracts.

## Commercial Payor Advocacy

### First-Ever Commercial Payor Summit

NHIA held its first-ever home and specialty infusion payor summit November 2 in Dallas, TX. The association provided education and discussed industry trends with representatives from commercial health insurance plans to help them better leverage home infusion to lower the total cost of care. The meeting helped inform recommendations for commercial payors.

NHIA's commercial payor advocacy webpage has the latest updates related to these efforts, including information for payors.

Visit [nhia.org/payors](https://nhia.org/payors) to learn more.



# National Home Infusion Foundation

## Infusion Journal

NHIF realized a long-term goal in 2022 with the successful launch of *Infusion Journal*. The peer-reviewed, scholarly publication features independent research and studies related to infused therapies, patient outcomes, medication safety, and economic analyses. The first 3 issues of *Infusion Journal* included 9 titles, 1 of which originated as an award-winning poster abstract. Topics covered a range of pertinent issues, including NHIF-initiated research assessing the industry's capacity in serving patients in rural areas, gender-related differences in adverse drug reactions, and age-related differences in understanding patient instructions—findings that promote improved clinical outcomes and more equitable health care delivery.

Generously supported by

**Baxter**

## Benchmarking

The **Patient Satisfaction** metric hit a major milestone in 2022. By the third quarter of 2022, the sample size of returned surveys exceeded 25K collected since it began in 2019. Survey results also provide context on patient education of home infusion services and with these results, NHIF analyzed the data for patient education effectiveness and published the article, "Patient-Reported Outcomes for Understanding of Instructions and Success Rates

in the 65+ Age group Receiving Home-Based Outpatient Parenteral Antimicrobial Therapy (OPAT)" in the July/August Issue of *Infusion Journal*.

The **Status at Discharge** benchmarking metric collected data on patients who are being discharged from home infusion services. For 2022, data was included for more than 5K anti-infective therapy patients establishing a new benchmark for therapy complete, adverse drug reaction, and unplanned hospitalization.

For the benchmarking metric, **30-Day Hospital Readmission Rate**, NHIF collected data on nearly 1,000 patients to determine the rate of parenteral nutrition patients and inotrope patients who do not have hospital readmission and the all-cause hospital admission rate following the initiation of home infusion service.

## Research Featured at IDWeek

Research conducted by NHIF was featured at IDWeek, the meeting of the Infectious Diseases Society of America (IDSA) held October 19-23 in Washington, D.C. The poster "[Rate of Infusion Reactions Among Patients Receiving Casirivimab/Imdevimab in the Home Setting](#)" examines patient outcomes collected by home infusion companies who participated in administration of the monoclonal antibody for prevention and treatment of COVID-19 in 2021.

## Awarding Excellence

The Foundation honored Melissa Leone, RN, BSN with the 2022 Lynn Giglione Women in Leadership Award. Leone serves as the Executive Director of Nursing Operations at Coram CVS Specialty Infusion Services. Leone has supported several industry organizations including INS and NIOSH. She was an integral member of NHIA's Education Committee for more than 20 years helping to generate highly specialized home infusion clinical and nursing content and building out RN Essentials programming.

NHIF welcomed a new class of Fellows. The FNHIA Program recognizes the contributions and achievements of highly accomplished individuals. The individuals selected for the 2022 class of Fellows include: Penny Allen, Brett Benfield, Robert Buzas, Cynde Derryberry, Pammi Jo Farren, Cheryl Gast-Whitaker, and Glenel Tillich.

Generously supported by

**IMS**  
INTEGRATED MEDICAL SYSTEMS

Cheyenne D. Johnson, PharmD was awarded the 2022 Outstanding Abstract Achievement Award (OAAA) from NHIF. Johnson's case report, "[An Investigation on Empiric Vancomycin Dose Reduction in Home Infusion Patients to Optimize Patient Safety](#)" was published in *Infusion Journal*.



# Education

## NHIA University Launches Providing Members Online Education Platform

In January 2022, the association launched NHIA University, a new online education platform housing all of NHIA's continuing education (CE) credit offerings for Pharmacists, Pharmacy Technicians, Nurses, and Dietitians. The entire library of education content is searchable with a variety of product types available including webinars, INFUSION Magazine articles, courses, and certificate programs.

The platform houses more than 70 educational products that are available at no cost to all staff at NHIA member organizations and cover all aspects of infusion industry services.

Generously supported by **Baxter**



A total of 5,014 hours of CE credit granted in 2022

## First In-Person Conference in 2 Years

The 2022 NHIA Annual Conference was held in Nashville, March 12-16. The event was the first in-person conference NHIA has hosted since 2019 and attendees continuously remarked how great it was to be able to reconnect, network, and form valuable partnerships face-to-face. Nearly 1,300 home infusion therapy professionals and 110 companies supplying products and services to the industry attended educational and networking events as well as a trade Expo. The conference featured more than 60 sessions and 40 roundtable discussions. At the backbone of many of these discussions was data—data that informs business operations, clinical decision-making, and data that can encourage regulations that support patient access to home infusion.

## NHIA University 2022 Stats



**3,700+**  
learning program  
registrations



**58**  
webinars available



**50**  
webinars eligible  
for CE

**22**  
INFUSION magazine  
CE articles





# Membership

## 2022 Membership Growth



## NHIA Community

2022 was the first full year for the NHIA Community. Exclusive to NHIA members, the online forum and resource library have become invaluable tools for industry professionals. More than 2,000 unique individuals have signed into the NHIA Community since launch.

The online member forums see daily activity where professionals across all roles in home infusion collaborate on solutions to common challenges. The Community saw more than 370 posts across 160 discussions throughout the year and activity continues to grow.

The NHIA member resource library, accessible within the Community, houses valuable resources for members including reimbursement references, clinical recommendations and guidelines, research, the digital version of INFUSION Magazine and magazine archive, policy and advocacy resources, and more. Members viewed more than 4,700 resources in 2022, and these tools garnered over 2,000 downloads.

Generously supported by  **brighttree**  
by ResMed



# NHIA Committees

NHIA committees bring together the thought leaders and innovators in home and alternate site infusion therapy and complement and support staff efforts to promote and achieve the association's mission and vision.

These groups are the embodiment of member engagement, pairing the skills and experiences of members with association resources to advance the industry.

The committee structure, revised in 2022, reflects the growing interests of NHIA membership and allows new opportunities for participation.

With the new committee structure and application process, NHIA recruited 124 individual volunteers from more than 60 member companies. Almost two-thirds of these volunteers (60%, or 73 people) were new to NHIA committee service, instilling new talent, energy, and ideas into these critical groups. The new committee representation also includes 17 young professionals. Launched in the fall, the revamped committees are already developing new programs for the membership, including 3 new educational series that meet demand for information across disciplines.



[Join our volunteer list!](#)

[Sign up to get involved and be notified of committee openings.](#)

## Clinical Practice

Chair: Felicia Schaps, RN, MSN-ED, CRNI, OCN, CNSC, IGCN, VA-BC

## Education

Clinical & RN Essentials Chair: Suzanne Kluge

Leadership Chair: Cheryl Gast-Whitaker, MBA, FNHIA

Revenue Cycle Chair: Heather McNeill

Sales & Marketing Chair: Monica Bandy, FNHIA

## Medicare Contractor Advisory

Chair: Penny Allen, RD, CNSC, FNHIA, FASPEN

## Membership Advisory

Chair: Mary Jo Griffin

## Payer Advocacy and Relations

Chair: Glenel Tillich, FNHIF

## Quality & Standards

Chair: Carolyn Carlson, RN, BSN, MBA

## Sterile Compounding Practice

Chair: Barbara Petroff, MS, RPH, BCSCP, FASHP, FNHIA



# Future of Infusion Advisory Council

Thank you to the members of our Future of Infusion Advisory Council (FIAC).



# Board Members

Thank you to our NHIA Board Members in 2022.

## NHIA Board Officers and Executive Committee

### Chair

**Tim Affeldt, PharmD**  
Fairview Pharmacy Services

### Vice Chair

**John Rademacher, MBA**  
Option Care Health

### Second Vice Chair

**Gregory LoPresti**  
Upstate HomeCare

### Treasurer

**Richard Iriye**  
Amerita, Inc.

### Past Chair

**Logan Davis, PharmD, MBA**  
Vital Care Infusion Services, LLC

### At-Large

**Dee Grein, MBA**  
OptumRx

### Non-Voting

**Connie Sullivan, BSP Pharm**  
National Home Infusion  
Association

## Board Members

**Rowena Birnel, RPh**  
Infusion Solutions Inc.

**Andy Copeland**  
ARJ Infusion Services, a PromptCare  
Company

**Noah Franz (interim member)**  
Froedtert Health Pharmacy  
Solutions

**Eric Ho, PharmD**  
Paragon Healthcare Inc.

**Kathleen Patrick**  
Chartwell Pennsylvania, LP

**Todd Pledger, BS, PharmD, RPh**  
Harbin Clinic, LLC

**Joseph Owen, PharmD**  
Coram/CVS



# NHIA Staff

**Connie Sullivan, BSPHarm**

President & CEO

**Jennifer Charron, RN, MSN, MBA**

Chief Operating Officer

**Bill Noyes**

Senior Vice President of  
Reimbursement Policy

**Ashlan Oberholtzer, MS, RD, LD**

Vice President of Membership  
and Business Development

**Ryan Garst, PharmD, MBA, IgCP, BCSCP**

Senior Director of  
Clinical Services

**Michelle Simpson, PharmD, BCSCP, MWC**

Clinical Program Manager, Editor-in-Chief, *Infusion Journal*

**Marianne Buehler, CPhT**

Director of Revenue Cycle  
Support

**Scott Kesselman**

Director of Marketing and  
Communications

**Crissy J. O'Donnell**

Director of Membership  
Services

**Jeannie Counce**

Editorial Director,  
INFUSION Magazine

**Erica Platner**

Director of Events

**Shanika Reese**

Executive Assistant

**Jennifer Lyons**

Data and Quality Analyst

**Sage Arnold**

Marketing Coordinator

**Cathy Hedge**

Website & Analytics Specialist



# NHIA 2022 Financial Summary

## REVENUE

**\$4,878,911**

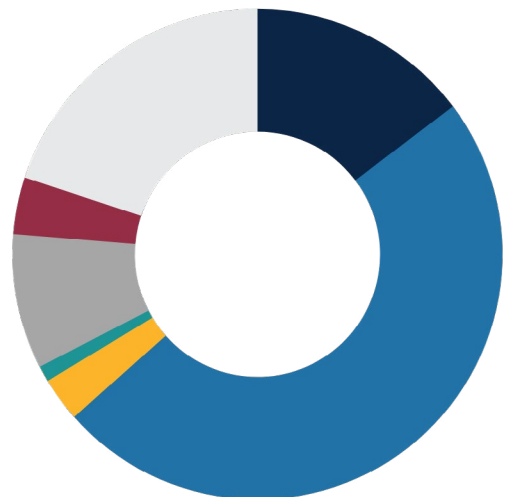
Membership Dues	\$1,956,687
Advertising	\$314,068
Programs	\$1,120,068
Conference	\$1,488,088



## EXPENSES

**\$4,575,213**

General Administration	\$672,133
Human Resources	\$2,231,071
Magazine	\$133,221
Marketing	\$48,032
Lobbying & Advocacy	\$407,723
Programs	\$171,357
Conference	\$911,676



Cash Position ending 12/31/22 -  
**\$2,324,653**





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